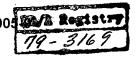
MEMORANDUM FOR: Associate Deputy Director for Administration



3 October 1979

25X1	FROM:	Chief, Combined Support Staff/PCS				
	SUBJECT:	Telephone Services				
25X1	1. This memorandum is to bring to your attention a problem that needs some focus by senior DDA management, i.e. the long lead time required to obtain telephone services. It is now taking nearly two months to get our most urgent telephone requests taken care of, and this only by repeatedly pleading our case with the Voice Communication Branch (VCB). The routine requests do not get attention until they become priority by age and we begin calling about them. Our DDO managers find this long wait for telephone service unacceptable when they have employees in place trying to operate without telephones. 2. Although this problem may be Agency-wide, it takes on added dimensions for my Staff because we support half the Headquarters-base DDO personnel and are responsible to the Office of the DDO, one Division, and five senior staffs. About half of the DDO wor requests going to VCB and Logistics Services originate in my staff. We have discussed this problem repeatedly with the Chief, VCB and alshave raised it with Chief, and with the SSA/DDA who discussed it with C/VCB. Unfortunately, there is not much these individuals can do about it because the problem apparently come down to a shortage of resources.					
25X1 25X1	and the building are too persono ceiling for a sively within VC Branch (SM&FB), when there are histalled. Because held up between	derstand the problem, VCB does not have enough surveyors personnel dedicated to the Headquarters few at the pace they work. I am told that additional connel would cost us a leg and an arm and that there is dditional surveyors. The problem does not lie exclu- B, however, since Space Maintenance & Facilities Architectural Design Staff (ADS), and GSA are involved coles to be drilled and telephone shoeboxes to be in- e of ADS's backlog this summer, we had telephone requests ADS and SM&FB five and six weeks before being submitted the requests originated 8 May and 7 June respectively miding.				

25X1

25

4. It is recognized that, like the DDO, the DDA is having to spread too few resources very thinly. However, it seems that VCB is spread a little too thin when we have to plead with C/VCB to get any of our work completed in less than two months. What impact OMB's cut of the FY80 Unclassified Telephone Resource Package will have on VCB's responsiveness causes us additional concern. It is unthinkable that the response time could get worse rather than better.

5. We would appreciate a review of this matter to see if there							
is some way to get VCB additional surveyors and personnel							
or whatever may be needed to reduce the telephone service lead time.							
For our part, we will be stressing to the supported components the							
need for more forethought and advanced planning in order to reduce							
the priority level and urgency of their telephone service requests.							

_	•	_	
		1	25X1

cc: D/OC

CONFIDENTIAL